



December 16, 2021

Dear Valued Customer,

Our records indicate your facility has a **STERIS Reliance® 333 Washer/Disinfector** under service contract. Please note STERIS stopped selling the Reliance 333 on 12/15/2013.

The Reliance 333 uses RENU-KLENZ™, a dedicated neutral pH detergent. Due to the age of these washers and supply issues for a critical ingredient, it is no longer viable to continue to produce RENU-KLENZ. Unfortunately, there is no replacement for RENU-KLENZ, and the wash cycle cannot be completed properly without it.

Since the required consumable will no longer be available for this equipment, STERIS can no longer service this product. As such, after 9/30/2022, STERIS will no longer provide service or consumables for this product. In addition, the Water Softener System for the Reliance 333 and the Purified Water Generator System for the Reliance 333 will no longer be serviced by STERIS after 9/30/2022.

No new service contracts for this equipment will be initiated. Existing service contracts, which expire after 9/30/2022, will be modified. A STERIS representative will contact you regarding the contract modification.

The AMSCO® 2532 Single-Chamber Washer/Disinfector is a recommended replacement for the Reliance 333 Washer/Disinfector. A STERIS representative will contact you to provide additional information and assist with selecting a replacement.

These decisions are never easy because we recognize the impact they have on your operation. We are providing advanced notice to ensure you have ample time to order and install a replacement washer.

Sincerely,

Jessica Palagyi-Zupancic
Service Product Manager